



Permare Organics BV Claims procedure

PERMARE
ORGANIC

1. Conditions for a Claim

- Claims must be reported within 24 hours of delivery.
- The goods must be kept in their original condition (in their original packaging, if possible).
- No refund will be given for improper storage, misuse, or exceeding the shelf life.
- The product must be traceable via invoice or delivery note.

2. Customer Procedure

1. Submitting a Report

- By email or phone to the sales department.
- Always submit a complaint in writing to info@permare.org
- Always include:
 - Invoice number and delivery date
 - Product(s) and quantity
 - Reason for the claim (e.g., quality, weight, damage)
 - Photos of the product and packaging, including the tracking code

2. Assessment by the seller

- The Quality Department will assess the claim based on the information received.
- If necessary, an on-site inspection will be conducted.

3. Decision

- The customer will receive feedback within 2 business days. Possible outcomes:
 - Crediting (part of) the invoice
 - Replacement delivery
 - Rejection of the claim (with reasons)

3. Exclusions

- Products damaged by the customer, stored incorrectly, or shipped too late.
- Products no longer available for inspection (no proof).
- Complaints reported outside the specified timeframe.

4. Archiving

All claims are recorded internally and retained for at least one year for quality assurance and reporting purposes.